

Support Worker

POSITION DESCRIPTION

Position Title: Support Worker	Reports to: Practice Leader, Workforce Coordinator, Site Coordinator, Team Leader	Award/Industrial Instrument: EBA / SCHADS	Department: Operations
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Annecto’s origins trace back to over six decades ago when in the 1950s, a handful of young families met regularly to connect, learn and play together. They all lived in the cluster of suburbs separated from the city by the Maribyrnong River. As new parents, they were excited to raise their children in the community they called home. They realized, too, that this was not an easy path for their children with disabilities.

At the time, it was common for people with physical, developmental or mental disabilities to live in state-run institutions. The families who gathered saw this situation – where children just like their own would stay on the fringes of society – and knew that there had to be a better option for their kids, and that they had the responsibility to find it. This perseverance shaped the origins of Annecto.

Through the 1990s, that vision expanded to recognise that, in much the same way people with disabilities had been isolated from the mainstream in earlier decades, older people faced the same issue and were often placed in care homes. Fast forward to 2023, and Annecto has grown beyond anything the founding families could have imagined.

Despite changes to government funding, emerging technologies, social shifts, and even a pandemic, Annecto is a leading provider of disability and aged care services across Victoria, New South Wales, Australian Capital Territory and Queensland with unbiased support of over 900 staff members. Just as in the early days of Annecto, community is at the heart of what we do. Find out more about us on www.Annecto.org.au

POSITION SUMMARY	
Support Workers are responsible for the frontline delivery of quality services provided to individuals/participants. Services are provided in accordance with the individual plan, service agreement and organisational policies and procedures, to build capacity, allow individuals to remain at home and/or to live more independently.	
POSITION SCOPE	
Support Workers undertake a variety of tasks including but not limited to low and high personal care, home care and social inclusion activities in accordance with individual service level agreements, the individual, their carer/advocate and NDIS / individual plan.	
Function	Key Accountabilities, Responsibilities & Deliverables
Home Care	<ul style="list-style-type: none"> • Household duties including but not limited to vacuuming, dusting, ironing, sweeping, mopping, washing/changing bed linen • Cleaning storage areas, pots and dishes, fridge, spills • Preparing meals • Organising client appointments • Shopping including utilising a shopping trolley, lifting/carrying bags, transferring bags to and from vehicle into the individuals home and putting away groceries in fridge/pantry • Assisting individuals to do their banking • Assisting individuals to pay bills • Care of plants and pets

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<p><u>Low needs personal care</u></p>	<ul style="list-style-type: none"> • Personal hygiene of individuals including bathing, showering, shaving, grooming • Assistance with dressing and undressing of individual • Use dressing aids where required • Meal preparation • Assist with eating, use of eating aids and where required feeding • Assist individual with movement i.e. walking, wheelchair use • Use of devices and aids that are designed to assist mobility of the client • Assist with communication addressing difficulties arising from impaired hearing, sight, speech, lack of common language • Check hearing aid batteries and clean spectacles as required • Assist with toileting • Assist with / prompt administration of medication as instructed • Assist individual with recreational activities
<p><u>High needs personal care (in addition to low needs care)</u></p>	<ul style="list-style-type: none"> • Maintain and/or manage continence/incontinence aids designed to assist continence management • Catheter care • Responsible for maintaining continence or managing incontinence, using aids and appliances designed to assist continence management, including catheter care and condom drainage • Assistance with bowel care and maintenance of bowel care regime, therapy plan compliance, managing challenging behaviours, basic management of epilepsy, gastrostomy care (PEG feeding) and hoist transfers
<p><u>Rehabilitation and independent living skill development</u></p> <p><i>(May include a combination of high and low care needs personal care depending on individual requirements)</i></p>	<ul style="list-style-type: none"> • Assist with rehabilitation activities and associated therapies • Work under the supervision and guidance of an allied health professional (where applicable) • Assist individuals to develop and maintain independence in activities for daily living including personal care and domestic skills • Facilitate community access • Assist with recreational and leisure activities • Provide transport when approved as part of individual care plan / Learning and Lifestyle Program • Utilise technology to promote the building of capacity in communication between the individual and their community
<p><u>Individual care planning</u></p>	<ul style="list-style-type: none"> • Report any changes to the individual plan requested by the individual to the relevant Supervisor • Report any incidents, accident, complaints or change in individuals' clinical condition to the relevant Supervisor • Respond to emergency situation by following the established behaviour support plan for each individual • Complete all duties and tasks as specified in the individual plan • Respect the independence, dignity and lifestyle of the individual receiving services
<p><u>Administration, Team and Individual requirements</u></p>	<ul style="list-style-type: none"> • Act professionally and effectively as part of a team, sometimes in isolation and unsupervised • Participate in regular supervision meetings with the relevant Supervisor • Assist with the implementation of quality improvement strategies for service delivery • Attend all relevant staff meetings, training and forums as directed by the relevant Supervisor • Read and update house diaries, communication books and individual files as required • Record attendance and complete timesheets as per annecto policy • Other reasonable duties as directed by the relevant Supervisor

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<u>Health, Safety and Wellbeing responsibilities</u>	<ul style="list-style-type: none"> • Comply with all HSW policies and procedures • Adopt work practices that support Health Safety and Wellbeing programs • Take reasonable care for your own health and safety and the health and safety of others who may be affected by your conduct in the workplace • Ensure that any hazardous conditions, near misses and injuries are reported immediately (as outlined in relevant HSW policies and procedures) to the relevant Supervisor • Not wilfully place at risk the health and safety of any person in the workplace • Not wilfully or recklessly interfere with or misuse anything provided in the interest of environment, health safety and wellbeing
Special Conditions	
	<p>Annecto encourages applications from suitably qualified individuals who meet the key selection criteria including mature aged workers, people from non-English speaking backgrounds, Aboriginal and Torres Strait Islander people and people with disabilities.</p>
Selection Criteria - Essential	
<u>Qualifications</u>	<ul style="list-style-type: none"> • Certificate IV in Disability, Child, Youth and Family Intervention (Residential and out of home care) or working towards • Minimum Certificate III Individual Support (Home and Community Care, Ageing, Disability) • Higher, relevant tertiary qualification plus completion of a short 'top-up' skills course adding core skills and knowledge for all residential care workers state-wide
<u>Licenses & Accreditations</u>	<ul style="list-style-type: none"> • Current First Aid and CPR qualification • Current National Police records check • NDIS Worker Screening Check (for Disability Support Workers only) • Completion of NDIS worker orientation Module – 'Quality Safety and You' • Working with Children check (VIC/NSW), Blue card (QLD), Working with Vulnerable People Check (ACT), – if required to work with children under the age of 18 years. • Disqualified Carers Check for those working with children in residential support services • Current Australian driver's license and availability of a registered vehicle with insurance
<u>Knowledge/Experience</u>	<ul style="list-style-type: none"> • Previous experience working with the frail and ageing, people with dementia and complex needs, preferably in the community setting (Aged Care). • Previous experience working with individuals that have intellectual and physical disability, complex needs and/or children with disabilities, either in a community or residential setting (Disability) • Experience in monitoring clients and reporting behavioural or health changes • Experience with providing personal care, including the use of mobility aids • Well-developed communication and interpersonal skills • A thorough understanding of privacy principles and confidentiality requirements in client care • Ability to drive a 12 seater mini bus (Support Workers in Programs of Support program) • Knowledge and application of safe manual handling practices

NB. This position description should be read in conjunction with Annecto's Policies and Procedures, Employment contract, Organisation Chart, Physical and Psychological Inherent requirements and appropriate standards and regulations which are applicable to the operations of annecto services.

I accept the position description documented above and understand that the position description will be reviewed or amended periodically due to changes in organisational requirements or responsibilities. Changes to the position description will be consistent with the purpose for which the position was established.

Employee Name: _____

Signed: _____ Date: _____

Physical and Psychological Inherent Requirements

Physical Requirements – Support Worker	
Annecto may require staff to work a variety of shifts across a twenty-four hour period, that may include active/non-active sleep over shifts. Due to the geographic layout and nature of work, employees will be required to undertake a diverse range of tasks that require various forms of mobility.	
Element	Activity
Hanging clothes on line	Reaching and repetitive work above shoulder height
Assist with shopping	Lifting, carrying, reaching and bending
Ironing and folding clothes	Lifting, bending, carrying, folding clothes
Assisting client out of bed – undress client, roll client from side to side to position sling	Bending, reaching, holding, transfer of weight on either foot
Assisting client to sit up in bed	Lifting, supporting, high force, awkward posture
Client positioning and transferring in hoist	Lifting, pulling, pushing, moving, bending
Assist with toileting. Transfer from hoist to commode	Reaching forward, bending to assist with positioning of client over commode
Assisting client hygiene including shower	Bending, reaching, supporting, twisting
Pushing a client in a wheelchair	High push/pull forces
Transferring wheelchair into and out of car boot	Heavy lifting
Transporting individuals	Driving with client in car, driving in all weather conditions, driving in city traffic, driving up to 45 minutes in any one shift
Leisure Activities	Assist individuals to participate in recreational activities such as Swimming, walking, ball games etc
Behavioural Requirements –Support Worker	
Element	Activity
Challenging behaviours	Working with individuals that have complex intellectual, behavioural and mental health issues
Chronic illness/diseases	Working with people whose condition deteriorates over time
Emotional family/carers	Working with carers and/or families who may be dealing with anger, grief, frustration and/or loss
Dealing with a medical emergency	Providing first aid or CPR in the home or in the community Reporting an incident/injury/illness
Abuse and neglect	Reporting abuse/neglect to the appropriate supervisor if identified/witnessed
Community connections	Supporting individuals to connect with and participate in local community life